

Phaser 3635MFP Software Upgrade Process

Overview

The Software Upgrade feature allows the customer to upgrade the machine software as requested by a Xerox Customer Support Center Representative, without needing a Customer Service Representative to be present.

When should I upgrade the software?

Xerox is continually seeking to improve their products and a software revision may become available to improve functionality on the machine. The most recent software for your machine is typically posted on the Xerox.com website.

How do I upgrade the software?

NOTE: Upgrading software will delete any current jobs in the machine print queue and prevent further jobs from printing until the upgrade has completed. If you wish to preserve these jobs, allow them to complete before upgrading your software. All configured network settings and installed options will be retained by the machine after the Software Upgrade process.

There are 3 methods for upgrading the software on the machine:

1. Manual upgrade over a network connection using CentreWare Internet Services (via a web browser).
2. Manual upgrade directly at the machine with a USB flash drive connected to the USB port on the front of the machine
3. Manual upgrade using Print File Submission.

1. Manual Upgrade using CentreWare Internet Services

If your machine is connected to the network, it is possible to upgrade the software through CentreWare Internet Services. The machine will need to be configured for TCP/IP and HTTP.

Determining whether your machine has a network connection

1. Press the **<Machine Status>** button on the Control Panel.
2. Touch **[Information Pages]**.
3. Touch **[System Configuration]**.
4. Touch **[Print]**.
5. Reference the printed report. Look under the **Network Setup** Section, **TCP/IP Settings**. Verify there is an IP address listed and **TCP/IP Enabled = Enabled**. If so, then the machine has a valid network connection.

2. Manual Upgrade using a USB flash drive

You may also upgrade your machine by connecting a USB flash drive to the USB port at the front of the machine. This method is typically utilized if your machine does not have a network connection or if a local machine upgrade is preferred.

3. Manual Upgrade using Print File Submission

An upgrade file may be submitted as a print ready file to a printer port, example Port 9100. The machine interpreter will identify the file as containing a firmware upgrade and start the upgrade process. All printing protocols supported by the machine support Print File Submission upgrades. Contact your local system administrator for assistance in performing an upgrade by this method.

Manual upgrade using a USB flash drive

This section provides instructions to upgrade machine software via a Software Upgrade file stored on a USB flash drive.

Information Checklist

Before starting the procedure, please ensure that the following items are available:

1. The upgrade file will have an **[.hd]** extension.

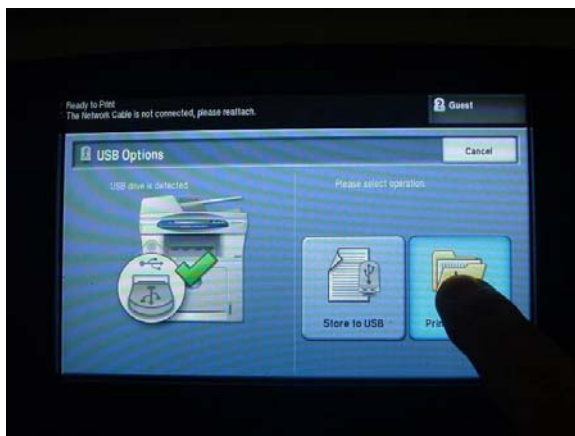
IMPORTANT: It is important to obtain the correct upgrade file for your particular model of machine. Insure you have loaded the software file on your USB thumb drive prior to starting the upgrade procedure.

Procedure

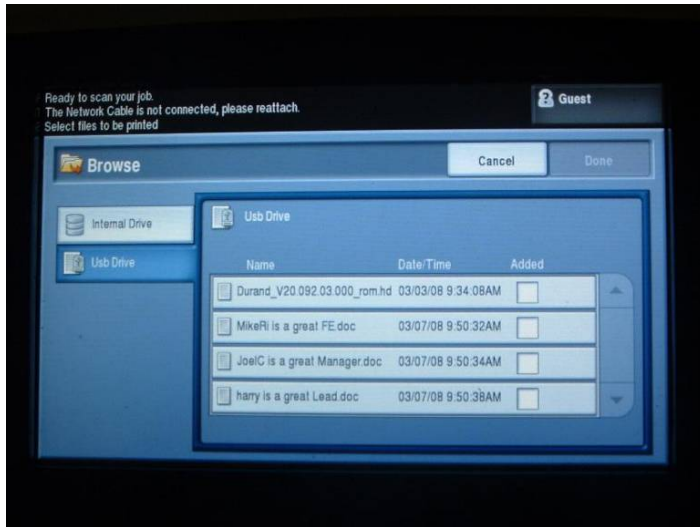
1. Plug in the USB flash drive into the USB port at the front of the machine.



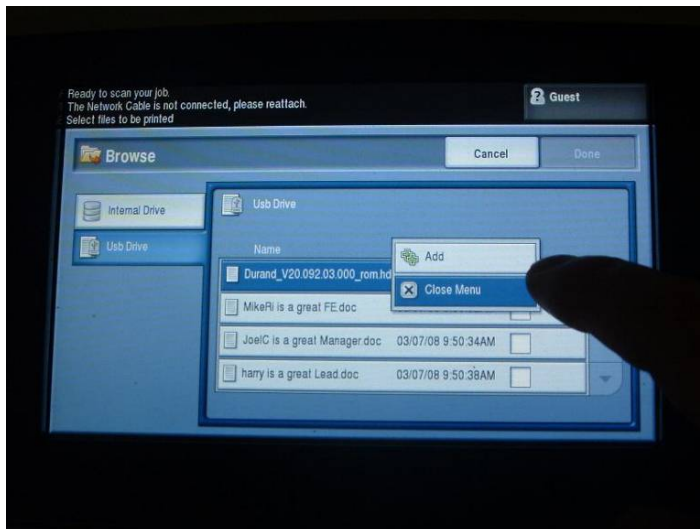
2. Select **[Print from USB]** from the pop-up menu.



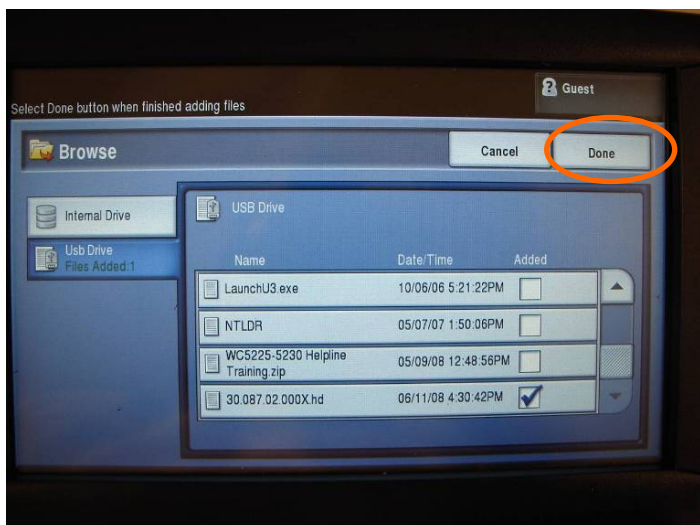
3. A list of files and folders on the USB flash drive will appear.



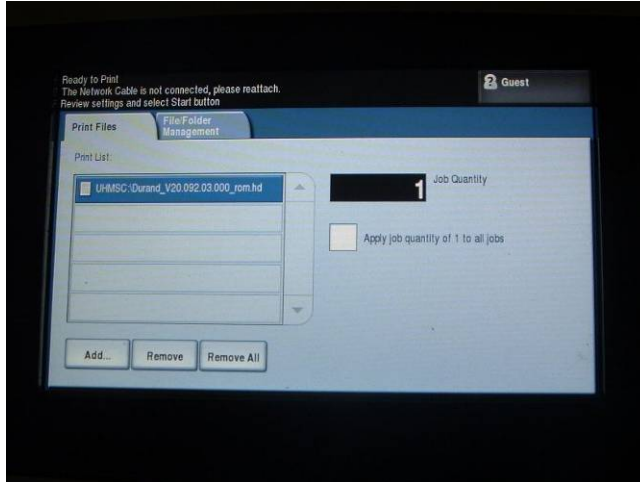
4. Select the Upgrade File [.hd] by touching it. You may need to scroll down the menu to see the file. Select **[Add]** from the pop up menu.



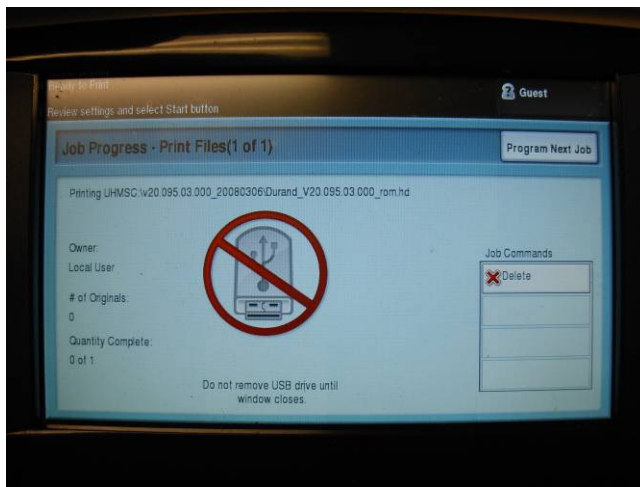
5. Select **[Done]**.



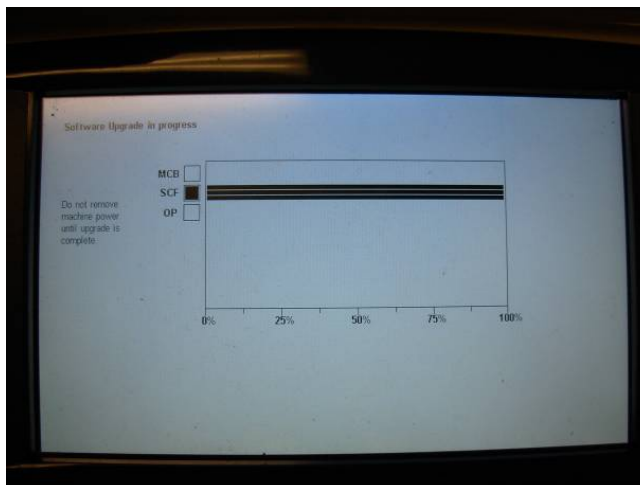
6. Select the Upgrade File **[.hd]** by touching it. Press the green **<Start>** button on the front panel to send the file to the machine and start the upgrade process.



7. This screen will flash for a few moments while the file is being copied off the USB thumb drive. **DO NOT REMOVE** the USB thumb drive while this message is displayed.



8. The User Interface will then go blank for a minute then indicate the status of the upgrade. It is now safe to remove the USB thumb drive. It will take approx. 25 minutes to finish the upgrade. The machine will reboot once the upgrade is complete.



Note: A Configuration Report will be printed after the machine has rebooted successfully. You can confirm the new software version from the printed report under **Printer Setup** section under **System Software Version** listing.

Manual upgrade using Internet Services

This section provides instructions to upgrade machine software over the network via **Xerox CentreWare Internet Services (CWIS)**.

Information Checklist

Before starting the procedure, please ensure that the following items are available:

1. The upgrade file will have an **[.hd]** extension.
IMPORTANT: It is important to obtain the correct upgrade file for your particular model of machine.
2. If you are performing the upgrade on a network connected machine, ensure that the machine is online before continuing. TCP/IP and HTTP protocols must be enabled on the machine so that the machine web browser can be accessed. Obtain the *IP address* of the machine you want to upgrade.

Procedure

1. Open the web browser from your Workstation.
2. Enter the *IP Address* of the machine in the Address bar and select **[Enter]**.
3. Click on the **[Properties]** tab.
4. Click on **[Maintenance]**.
5. Click on **[Upgrade Management]**. If prompted, enter the *User ID* and *Password* of the Administrator's account and click on **[Login]**. Note: Default *User ID* is **admin**, Default *Password* is **1111**
6. Verify Upgrades are Enabled. If not, then select the **[Enabled]** box. Click on the **[OK]** button from the pop up window.
7. Click on **[Firmware Upgrade]**.
8. In the **[Firmware Upgrade]** box select **[Browse]** to locate the software upgrade file on your computer **[.hd]** that you obtained earlier.
9. Select the **[.hd]** file and click on the **[Open]** button.
10. Click on the **[Install Software]** button to proceed with the upgrade. You will be prompted to confirm. Select **[OK]**. A pop up window will appear with the message "Processing upgrade. It can take more than a minute." Click **[OK]** to close the window.

The file will be sent to the printer and will disable the printing functionality. The web browser will become inactive and you will not be able to access the machine via this method until the upgrade has completed and the machine has rebooted. The upgrade should take no longer than 30 minutes. Once the machine has completed the upgrade it will reboot automatically.

Note: A Configuration Report will be printed after the machine has rebooted successfully. You can confirm the new software version from the printed report under **Printer Setup** section under **System Software Version** listing.